



DEPARTMENT OF HUMAN SERVICES
SENIORS & PEOPLE WITH DISABILITIES
500 Summer Street NE E02
Salem, Oregon 97301-1073
Phone: (503) 945-5811

AUTHORIZED BY: _____

Administrator

INFORMATION MEMORANDUM

SPD-IM-02-069

Date: December 2, 2002

TO: Area Agency on Aging Directors CHS SDA Managers
CHS/AAA Field Managers and Staff CHS SDA Assistant Managers
SPD Managers and Staff CHS Central Office Managers

SUBJECT: Vouchers Not Issued on Past Due Pay-in Accounts

INFORMATION: Clients Ineligible Due to Non-Payment (Past Due Accounts)

When a client does not pay their pay-in liability by the 15th of the month, a Service Termination Notice (10-day notice) is mailed to the client notifying them that services will be terminated at the end of the current month if the balance is not paid in full. If a client has an outstanding account no vouchers should be issued. We have found a loop hole in the system that allows *some* clients who have outstanding accounts to still have vouchers issued. In order to correct this, Information Systems is going to add and display a new date field on the yearly account screen (YACT) to show when the client goes into ineligible ("IL") status. If the client does not pay by the mid-month due date, the system will put the last day of the current month in the ineligible date field and the account will remain in "IL" status until the client has made payments to bring the account to current status. Vouchers cannot be issued after the IL status date, until the account is brought into current status.

A statement has been added to the monthly billing notices explaining that if the account is past due the account will not be reinstated until payments or adjustments are made to bring the account to current. A copy of the revised monthly billing notice is attached.

CONTACT: Shannan Willits

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ANYBRANCH - SENIOR SERVICES
P.O. BOX 1111
ANYWHERE, OR 99999-9999

STATE OF OREGON
DEPARTMENT OF
HUMAN SERVICES

SENIORS AND
PEOPLE WITH
DISABILITIES

SMITH, JOHN
P.O. BOX 111
ANYWHERE OR 99999

PAYMENT NOTICE

BILL NOTICE DATE: 08/27/2002
ACCOUNT NUMBER: AAA0000A
BILL NOTICE: I00000

To get In-Home services, you must make a payment each month to the Department of Human Services, Seniors and People with Disabilities. You must pay the full amount. Payments are due by the 10th.

NOTE: If your account has a previous billing amount and you were sent a Services Termination Notice your account will remain closed until payments or other adjustments are made.

| <u>DATE</u> | <u>DESCRIPTION</u> | <u>AMOUNT</u> |
|-------------|------------------------------|-----------------|
| 07/26/2002 | PREVIOUS BILLING | 114.30 |
| 08/27/2002 | CURRENT BILLING FOR NOV 2002 | 114.30 + |
| 10/09/2002 | <u>PAYMENT RECEIVED</u> | <u>114.30</u> - |
| | AMOUNT DUE BY NOV 10, 2002 | 114.30 |

Use the enclosed envelope to send payment. Do NOT send cash. Make checks or money orders payable to Seniors and People with Disabilities. If you have any questions, contact your case manager at the ANYBRANCH office, phone number (503-999-1111).

Keep this part for your records

Return this part with your payment

Department of Human Services
Client Pay-In For Services Payment

BRANCH: 0001
ACCOUNT: AAA0000A - SMITH, JOHN
BILL NOTICE: I00000

AMOUNT DUE: 114.30

AMOUNT ENCLOSED: _____
(Amount payable to Seniors and People with Disabilities)